

London Property.  
Professionally Managed

*How we will  
manage your  
property*



**HOME**  
**MINDERS** | LONDON



# Managing your property

Home Minders is a dedicated residential property management service, managing a diverse portfolio of exclusive properties in central London and the surrounding areas on behalf of Landlords based in the UK and overseas.

Our continued success is attributed to both recommendations from a strong and loyal client base who appreciate the consistent high level of service offered, and our in-depth knowledge of the London property market. Whether you have one rental property or several we can help you manage your investment.

As members of Safeagent\* we follow strict compliance providing reassurance to Landlords and tenants to ensure they receive the highest

levels of service in the industry dealing responsibly with the procedures involved in letting and management. Our research show that tenants choose to remain in properties for longer when it is managed by a professional agent. Corporate clients prefer that properties are professionally managed.

Our highly trained team of long-standing key members of staff delivers the best performance for all our clients. We have successful working relationships with all of our Landlords and are there at every step of the letting and management process, from the preparation of the property, finding the ideal tenants, through to making sure the property is properly maintained and managed throughout the tenancy.



## Our services

Our property management team will take care of every aspect of letting your property.

### Start of Tenancy

- Arranging Tenant References
- Right to Rent and Anti-Money Laundering Checks
- Drawing up the Tenancy Agreement
- Arranging a Professional Inventory
- Arranging the Check-In
- Arranging Rent & Legal Protection Insurance
- Registering Deposit Monies Under the Tenancy Deposit Scheme
- Handing over Keys to Tenants
- Rent Collection
- Chasing Rental Arrears
- Sole Contact for Tenant Enquiries
- Arranging Safety Inspections
- Transfer of Utilities
- 24 Hour Emergency Cover
- Routine Maintenance
- Repairs
- Payment of Outgoings
- Quarterly Property Visits

### Renewal Stage

- Contact all Parties to Assess Plans
- Handling all Negotiations
- Drawing up Renewal Agreements & Accompanying Documents

### End of Tenancy

- Key Holding
- Arranging the Checkout
- Deposit Negotiations



\* Safeagent is the UK's leading accreditation scheme for lettings and management agents offering assurance to landlords and tenants in knowing that the firm meets defined standards of customer service as well as having in place insurance to protect clients' money and offer independent redress.





## 1. Rent receipt

Home Minders can receive rent by standing order on the Landlord's behalf and account to them for sums received on a monthly or quarterly basis. The rents are paid to us by standing order, we deduct our monthly fees and expenses and then pay the balance direct into the Landlord's account by electronic banking.

## 2. Deposit

Home Minders collects the deposit paid by the tenant against dilapidations and unpaid bills (normally a sum equivalent to 5 weeks' rent), and lodges it with the Tenancy Deposit Scheme (TDS).

At the end of the tenancy we will negotiate with the tenant and the Landlord the extent of the tenant's liabilities before settling it according to the TDS rules. A copy of the check-in and out reports will normally be sent to the Landlord and the tenant, and we expect some input from both parties, however, we must have the authority to negotiate the final settlement as the timetable under the legislation is short and mandatory.



## 3. Inventory, Check-in and Checkout

Home Minders use two independent inventory clerks to undertake all check-ins, checkouts and the preparation of inventories at the beginning of tenancies. This is in case there is any dispute during or at the end of the tenancy.

The inventory clerk will attend with the tenant at check-in and checkout. Under the terms of the Tenant Fee Act 2019, the cost of the check-in, inventory and checkout is paid by the Landlord. Under the terms of the Act, it is unlawful to charge the tenant any additional fees. This does not apply to company let agreements and non-housing act agreements.





4. Payments on the Landlord’s Behalf

Out of rents received, to the extent of funds in our hands, Home Minders will pay and account to the Landlord for:

- a. Any final accounts for utilities such as gas, electricity and water rates
- b. Service charges due
- c. Any insurance premiums. It is important that the Landlord provides details of all insurance policies at the start of the letting process
- d. Home Minders will usually retain a small float of £100 to cover minor repairs that may occur during the month.
- e. We are happy to receive bills and statements addressed directly to Home Minders if that is more convenient for the Landlord.



5. Landlord Statements

At the end of each month or quarter, we prepare a statement of monies received, expenses and deductions etc. The supporting vouchers are held in the Home Minders office. When it comes to completing tax returns, these statements are usually sufficient.

6. Regular Property Visits

On a quarterly basis, we visit the house or flat having arranged with the tenant. We will carry out routine “inspections” and report to the Landlord any repairs or re-instatement which in our opinion are necessary either to the property itself or to its fixtures, fittings and contents during the Tenancy. We will provide photos if we feel the Landlord needs to view something in particular.



7. Maintenance

Home Minders will arrange for all maintenance to be undertaken, either as a result of the quarterly inspection or following a reported incident from the tenant.

We have a long established team of independent tradesmen that carry out all of the maintenance required. We would always obtain approval from the Landlord for expenditure in excess of £100 and are happy to obtain two quotations for substantial required expenditure.

The maintenance team includes plumbers, electricians, painters and decorators, gardeners, handymen, roofing contractors, white goods repairs and replacement, cleaning contractors, carpet cleaners etc.







## 8. Compliance

There are a number of legal and regulatory requirements that Landlords must satisfy before renting their property. Home Minders ensure all of these legal and regulatory requirements are in place before a tenancy commences and are kept up to date during the tenancy, and supplied to the tenants:

- a.** A working smoke detector on each floor of the property
- b.** A working carbon monoxide detector
- c.** A current Energy Performance Certificate (EPC)
- d.** A gas safety certificate (if your property has gas appliances)
- e.** An electrical safety condition report (EICR)
- f.** A copy of the latest How to Rent Government guide
- g.** The tenancy deposit protection certificate
- h.** Prescribed information related to how the deposit is protected



## 9. Right to Rent Checks

Landlords have a responsibility to restrict illegal immigrants accessing the private rented sector, so must check that a tenant is legally allowed to reside in the UK and hold documentation to prove this. Home Minders ensure this is undertaken.

## 10. Transfer of Utilities

Home Minders is responsible for informing the utility companies and the local Council of all changes in tenancy. We will submit final meter readings and ensure final bills are settled by the outgoing tenants.



*“I’ve been dealing with Home Minders for 2 years now and I can confidently say that they are the best agent I have dealt with and I’ve been dealing with estate agents for over 20 years. They are extremely helpful, friendly and professional.”*

**Sandra M**





## 11. Landlord's Insurance

Home Minders recommend that all owners have Landlord's insurance in place to protect them from accidental damage caused by or to the tenants, including fire, appliance breakdown and water damage. Standard owners' contents cover is not sufficient cover for tenanted properties. Home Minders can arrange cover for this and rent guarantee insurance if required.

## 12. Property Keys

Home Minders always hold two full sets of keys to each property. These are securely signed in and out by any workmen or Home Minders staff that may need them at any time.



## 13. Empty Property Service

Our management of residential property service does not include (unless otherwise agreed in writing) management from the end of a tenancy, or until the property is let for the first time or re-let. We do however offer an Empty Property Service whereby we visit the property every fortnight, monitor the post, pay the utilities, supervise cleaning and gardening. This usually satisfies any insurance requirements that the property is not left unoccupied for more than 28 days.

## 14. Refurbishment

Home Minders has worked on a number of complete property refurbishments and is happy to oversee any work involved or organise the refurbishment and manage the project. There is an additional charge for this service dependent on the amount of involvement required.







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**Call us today to find out more on +44 (0)20 8447 1948**

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